

Bureau of Health Care Quality & Compliance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NVN4869CTC	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/30/2009
NAME OF PROVIDER OR SUPPLIER WESTCARE/COMMUNITY TRIAGE CENTER-RENO		STREET ADDRESS, CITY, STATE, ZIP CODE 315 RECORD STREET RENO, NV 89512		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
C 000	Initial Comments Surveyor: 21044 The findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state, or local laws. The survey was conducted using Nevada Administrative Code (NAC) 449, Community Triage Centers Regulations, adopted by the Nevada State Board of Health on July 14, 2006. This Statement of Deficiencies was generated as a result of the State Licensure survey conducted in your facility on 9/30/09. The facility is licensed for twenty Community Triage Center beds. Sixteen employee files were reviewed, eight resident files were reviewed and one discharged resident file was reviewed. The following deficiencies were identified:	C 000		
C 370 SS=C	NAC 449.74343(4)(e)(5) P & P concerning employees NAC 449.74343 P&P concerning employees. 4. Each facility shall: (e) Maintain a personnel record for each employee of the facility. The record must include, without limitation: (5) Job performance evaluations; This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 9/30/09, the facility	C 370		

If deficiencies are cited, an approved plan of correction must be returned within 10 days after receipt of this statement of deficiencies.

TITLE

(X6) DATE

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

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C 370	Continued From page 1 failed to complete annual job performance evaluations on 3 of 6 employees employed longer than a year (Employee #1, Employee #2 and Employee #4). Severity: 1 Scope: 3	C 370			
C 585 SS=A	NAC 449.74351(1)(c) Pharmaceutical services NAC 449.74351 Pharmaceutical services. 1. Each facility shall have: (c) A contract for 24-hour pharmaceutical service with a licensed pharmacy. This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 9/30/09, the facility had no evidence of a contract with a licensed pharmacy. Severity: 1 Scope: 1	C 585			
C 755 SS=F	NAC 449.74359(3) Dietary services NAC 449.74359 Dietary services. 3. Menus must be planned and followed to meet the nutritional needs of the patients in accordance with the recommended dietary allowances of the Food and Nutrition Board of the Institute of Medicine, National Academy of Sciences. This Regulation is not met as evidenced by: Surveyor: 21044 Based on observations, record review and	C 755			

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C 755	Continued From page 2 interviews on 9/30/09, the menus did not follow the nutritional needs of the patients because they were not designed by a dietician or a dietetic technician. Severity: 2 Scope: 3	C 755			
C 770 SS=F	NAC 449.74359(6) Dietary services NAC 449.74359 Dietary services. 6. A person who meets the requirements for registration with the Commission on Dietetic Registration as a dietitian or dietetic technician must be used as a consultant on planning meals and serving food. This person shall consult at least monthly with the staff of the facility. This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review and interview on 9/30/09, the facility failed to have a dietician or dietetic technician consult at least monthly on the planning and serving of meals. Severity: 2 Scope: 3	C 770			
C 810 SS=F	NAC 449.74359(8)(a) Dietary services NAC 449.74359 Dietary services. 8. A facility with more than 10 patients shall: (a) Comply with all applicable provisions of chapter 446 of NRS and the regulations adopted pursuant thereto; This Regulation is not met as evidenced by:	C 810			

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C 810	Continued From page 3 Surveyor: 21044 Based on interview, observation and record review on 9/30/09, the facility failed to comply with chapter 446 of NRS. Chapter 446 of NRS governs food establishments and the facility was storing and preparing food for residents without a food establishment permit. Severity: 2 Scope: 3	C 810		
C 815 SS=F	NAC 449.74359(8)(b) Dietary services NAC 449.74359 Dietary services. 8. A facility with more than 10 patients shall: (b) Obtain the necessary permits from the Bureau of Health Protection Services of the Health Division; This Regulation is not met as evidenced by: Surveyor: 21044 Based on observation, interview and record review on 9/30/09, the facility failed to obtain a food permit after they began storing and preparing food for residents. Severity: 2 Scope: 3	C 815		
C1085 SS=F	NAC 449.74371(4) Safety and sanitation NAC 449.74371 Safety and sanitation. 4. Each facility shall ensure that the environment of the facility is free of hazards that may cause accidents. This Regulation is not met as evidenced by:	C1085		

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C1085	Continued From page 4 Surveyor: 21044 Based on observation on 9/30/09, the facility was not free of hazards that may cause accidents (unsecured oxygen tank stored in the lower drawer of the crash cart). Severity: 2 Scope: 3	C1085			

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